Collecting Past Due Loans:
Preparation, Scripting & Follow-Up

WEBINAR – ON DEMAND WEB LINK – FREE CD ROM

Thursday, September 24, 2009

12 - 1:30 pm PT
1 - 2:30 pm MT
2 - 3:30 pm CT
3 - 4:30 pm ET

One idea put into practice can literally make or save your bank thousands of dollars!

2009 will be remembered as a tough collection year. Managing collection efforts during a difficult market requires strong collection knowledge and phone skills when contacting customers and negotiating payments. Identifying loans before they become delinquent requires your staff to have the necessary systems and processes in place to quickly identify which customers need attention. This program will provide you with *Best Practices* designed to help you develop phone and face-to-face scripts and get your accounts receivable fiscally fit!

Continuing Education: Attendance verification for CE credits provided upon request.

HIGHLIGHTS

- **Investigating your customer on the front end and steps to protect your bank**
- **Scripting your conversations – get results over the phone and in person**
- **Call techniques – collecting the money before the competition**
- **Collection tips for habitual late paying customers**
- **FACTA compliance – Reg V letters that insure compliance – examples included in the handouts**
- **Reporting past due customers and the benefits to your bank**
- **Bankruptcy chapters 7 and 13 – steps to protect your organization**

WHO SHOULD ATTEND?

This informative session is designed for CEOs, CFOs, directors, presidents, branch managers, commercial and consumer lenders, compliance officers, collection staff, trainers, human resources, and anyone responsible for establishing and maintaining credit and collection policy and procedures.

MEET THE PRESENTER

Greg Souther,
Greg Souther Consulting & Seminars

CLICK HERE TO LEARN MORE ABOUT YOUR REGISTRATION OPTIONS